

Mohammed Abbas A S

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Summary

A reliable and experienced Team Leader with 5 years of experience, providing timely responses to emails and client calls / Meetings. Diplomatic and friendly with proven commitment to employee training. Hardworking team player bringing necessary experience and knowledge to tackle any operational demand.

Strengths & Skills

Quick learner

Leadership Skill

Adaptable to situations / Flexibility

Critical thinking and problem solving

QC tools

MS Office

Education

Vel Tech Engineering College

BE - Electrical and Electronic Engineering, CGPA: 6.66 CGPA

Chennai, Tamil Nadu

Apr 2018

Holy Infant Jesus Matriculation Higher Secondary School

Higher Secondary Course, CGPA: 77.25%

Chennai, Tamil Nadu

May 2014

Holy Infant Jesus Matriculation Higher Secondary School

Secondary School Leaving Certificate, CGPA: 84.6%

Chennai, Tamil Nadu

Apr 2012

Experience

Datamark India BPO LLP

Process Associate

Chennai, Tamil Nadu

Apr 2019 - Jun 2022

Claims processing and Membership Enrollment:

- ◆ Learned and gained knowledge about US healthcare RCM system.
- ◆ Claim submission for both Physician billing (CMS1500) and Hospital billing (UB04) claim forms.
- ◆ Enrolling and cancelling US members in US insurance.

Datamark India BPO LLP

Team Leader

Chennai, Tamil Nadu

Jul 2021 - Oct 2022

Claim processing and Membership Enrollment:

- ◆ Performing a lead function by scheduling, prioritizing and allocating work in accordance with product delivery requirements.
- ◆ Handling Client calls like daily touch point calls and training calls for new queues in process.
- ◆ Handling Stake holders and taking appropriate action plan for the escalations to provide healthy production.
- ◆ Evaluating team performance and sharing proper feedback & coaching to ensure to meet the client requirements.
- ◆ Maintaining Attrition and Shrinkage Control.
- ◆ Preparing all required statistics and reports like Production reports, Quality reports and WBR, MBR & QBR decks.

Teleperformance

Team Leader

Chennai, Tamil Nadu

Nov 2022 - Apr 2024

Arbitration and ChartSwap:

- ◆ Handled two different LOBs with different clients and handled 60 plus FTEs in Process during the new business transition.
- ◆ Scheduling weekly roster based upon the process requirement to complete the assigned tasks.
- ◆ Prioritizing and assigning the volumes to team and monitoring their hourly production to make sure to complete the volumes within the TAT.
- ◆ Taking Client calls individually whenever there is an update in process or when new queues added and taking touch point call on weekly basis as well.
- ◆ Reviewing team's score card and having one-one session to provide feedback to improve their performance.
- ◆ Maintaining Attrition and Shrinkage Control.

HCLTech

Team Leader

Chennai, Tamil Nadu

Apr 2024 - Jun 2024

Denial management (Payor Change - DME) :

- ◆ Being Team Lead to make sure to prioritize and allocating the accounts to team members.
- ◆ To Monitor hourly production status of team to make sure to complete the team target before EOD on daily basis.
- ◆ Reviewing team's score card and having one-one session to provide feedback to improve their performance.

Accomplishments

- ◆ Completed new LOB (Chart Swap) transition Successfully.
- ◆ Received award in my first Quarterly RNR in Teleperformance.
- ◆ Received an award (certification of excellence) for couple of times within eighteen months.
- ◆ Received an appreciation mail from client for my quality and quick learning in claim process.

Personal Information

Father's name: Syed Hasan

D.O.B: 26th Dec 1996.

Gender: Male

Nationality: Indian

Marital Status: Unmarried

Language

English - Read, Write and Speak.

Tamil - Read, Write and Speak.

Hobbies

- Watching Web series to enhance my communication skill.

Declaration

I do hereby declare that the above information is true to the best of my knowledge.

Place: Chennai, India.

Date:

Yours Sincerely,

Mohammed Abbas A S.